

E2020 Troubleshooting Activity Key

Directions: The following are actual scenarios that the E2020 Support and Professional Development teams have addressed with our schools. Use the information covered in our training session to answer the questions that follow.

1. **A student is unable to login. What are some reasons for this?**
 - a. Typing their username and password incorrectly
 - b. Trying to log in to the Web Admin
 - c. Student was disabled (archived)
 - d. Password was changed without them knowing
 - e. Never been put into the system
2. **You have 25 students in your class and the district has purchased 25 concurrent software licenses. However, there are 24 students logged on to the E2020 Program and the 25th student is receiving the following error message: "You have exceeded your license count." Describe what you should do.**
 - a. Make sure the teacher (or any teacher) is not in the Virtual Classroom
 - b. Check the current sessions and close any student sessions for individuals no longer in class
3. **Students report that their lecture videos are choppy or keep freezing up. What could be the problem?**
 - a. Not connecting to local server
 - b. Need to check plugins
 - c. Wireless (or dial up)
4. **A student logs in and sees that his first lesson activity is a quiz. It appears as though everything else has been bypassed however the student assures you that he is just starting the course today. What is happening here?**
 - a. Pretest mode is on and student needs to be told what this means for them
5. **A student reports that yesterday their progress report was showing that they were at 75% completion. However, when they came in today to work, the progress report showed a 68% completion. What could have happened?**
 - a. Target date was changed
 - b. Items were "unbypassed"
 - c. Items that were previously customized out were added back in
6. **A student finished a course, completed and passed the last cumulative exam and the teacher recorded the grade. The teacher looked at the student's grade a few days later and noticed it had changed to higher percentage. How can this be avoided?**
 - a. Course needs to be manually set to "Complete"

7. **Your school wishes to offer an integrated science class that uses concepts from Earth Science, Biology and Chemistry. What are the possibilities for creating a course like this for students?**
 - a. Utilize Course Realignment service (separate service provided by E2020)
 - b. Can create 3 mini courses with the content they need
8. **Your school wants to allow students to work on their courses from home but wants all assessments to be taken at the school itself. How can this be accomplished?**
 - a. Separate Cumulative Exam mini course
 - b. Teacher Review option
9. **You wish to view various lectures in a US History class and you don't have the time to complete all the lessons to get to those you are interested in. What should this teacher do?**
 - a. Log in to the Virtual Classroom as a teacher and utilize the course map to select the activity they want. As a teacher you do not need to finish activity items in a sequential order as do the students.
 - b. Teachers need to add the course to their own account and then go to the Virtual Classroom using their teacher login information
10. **A new student has transferred in to your school and asserts that she has been taking Geometry in a traditional math class. How could you transition this student into an E2020 Geometry class?**
 - a. Pretesting mode
 - b. Customize (Individualize) the course for the student eliminating content already mastered
11. **The student is not able to log into MyAccess to write his essay. When the page loads, it says "Your account has been deactivated." What is going on here and what should you do?**
 - a. This indicates that the student has had a period of inactivity with MY Access. If the student has already begun working on a writing assignment, E2020 needs to be contacted to re-enable the student's account. If there are no partially completed essay activities, the teacher can click the "Reset all Essays for Lesson" when looking at the Gradebook (the link is in the Selected Assignment section).
12. **You are interested in obtaining the objectives for each lecture in a course. For example, the Stock Market Lecture in Economics. What should you do?**
 - a. The teacher should click the Teacher Resources Link to get scope and sequence documents. If there is no document (electives) the teacher can log in to the Virtual Classroom with their teacher login information and navigate to the lesson of interest. Objectives will be given on one of the first slides in the video lecture.
13. **A student is working through a course and clicks on an online content link and discovers that the link is inoperative. What should you do to ensure that student can continue working?**

- a. The student can utilize the other links, if applicable, and continue working on the lesson.
 - b. The student can move on to the next activity regardless of their efforts made in the Online Content activity. If the school has made it a practice that the students must show they have read the OC materials (notes etc.) and the teacher assigns specific grades for this work, this particular activity can be bypassed so as not to be considered in the overall grade for this student. E2020 needs to be informed to find a replacement.
14. A student completed her writing assignment in MyAccess today, however, when her teacher looks up the essay in the Gradebook she sees that the essay has been given a 100% but when she views the essay answer it appears to be blank. What is this happening?
- a. Essays are not immediately incorporated into the E2020 Web Administrator. There is a 24-hour turn-around time to import the essays into the system.
15. You are aware of a student who is struggling with the course content and wish to help the student review prior to taking an assessment. What can you do to make sure they don't begin a quiz before you can help?
- a. The teacher review option will keep the student from taking a quiz.
16. A student has failed a quiz and you want to see what questions they missed. How is this accomplished?
- a. Open the Gradebook for the student's course in question and navigate the course outline to the assessment you wish to check. At the bottom are the details of the attempts to that assessment. Click the Quiz/Test Results link next to attempt to open up the question links page. Click on any of the links to view the question, the student's response and the correct answer.
17. You have decided to give seniors the option of taking the final cumulative exam when they have completed only 80% of the course. Assignments were bypassed to get them to the cumulative exam, but you would like to give students zeroes for those incomplete assignments. How can this be accomplished?
- a. Cumulative exam could be a separate course.
 - b. Capture relative grade, bypass rest of the assignments (Keeping questions from bypassed quizzes in the cumulative exam), then average the cumulative exam grade with the relative grade.
18. Your summer school program is designed to be 4 hours a day, Monday through Thursday, for a 6 week period. What needs to be done to ensure that students can complete a semester's worth of materials in this time frame?
- a. Customized courses that contain the critical material should be created.

- b. When courses are applied to student accounts, the target date should be applied so that students can track their progress. Daily or weekly goals should be set for students to keep their pace at an acceptable rate.
 - c. Students can use the Assignment Calendar to view exactly what assignments they should have completed at the end of each day.
- 19. You want to change the grading method so that the E2020 system gives grades to assignments once the student completes it. How would you do this?
 - a. Edit options, grading methods, completion grade
- 20. A student is taking a quiz but notifies you that they are seeing questions from sections they have already completed. What would be the cause of this?
 - a. Spiraling of questions, the student will be reviewed on lessons that they have already worked through. This option can be turned on or off in the Edit Options section of the Web Administrator.
- 21. When looking through the different user groups that have been created, you see that one of your students is also in another teacher's user group. Why would this be?
 - a. Students can be assigned to more than one user group, more than one teacher can be overseeing their E2020 work, they can be working on more than one course/subject area at the same time.
- 22. A student tells you that she worked on her E2020 course for several hours over the weekend, how would you verify this?
 - a. By using the 'Attendance Log' you can see how much a student worked each day and how many quizzes or tests they completed as well.
- 23. You want to assign projects to be calculated into your student's final average. How would you do this?
 - a. You would use the 'additional activities' link on the students course list to name the assignment and give it a grade. You would need to use the 'edit options' link to give the assignment an appropriate grade weight.
- 24. A parent has requested that they be updated weekly on their student's progress in their E2020 course. How would you ensure that this is done?
 - a. In the 'edit options' link you have the ability to add a parents email address and also the frequency of how often their students' progress is emailed to them.
- 25. A student wants to know what activities they need to complete that day to be on track in their E2020 course. Where could you and the student access this information?
 - a. Once you set a target date for that student, you can use the 'assignment calendar' to track the students progress and what assignments they need to complete to be on track.